

866005/31/05

CITY OF RIVERSIDE

HUMAN RESOURCES DEPARTMENT

CLASSIFICATION SPECIFICATION

Revised

TITLE: FRANCHISE AND CONTRACTS OFFICER

DEFINITION

Under direction, to develop, implement, and monitor a variety of programs and activities contracted with outside vendors, agencies, and organizations pertaining to animal control, cable TV, transportation, and specific revenue generating activities and services; to provide city-wide coordination of franchises and contracts; to prepare a variety of related administrative analyses and reports; and to do related work as required.

REPORTS TO: Finance Director

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Finance Director.

EXAMPLES OF DUTIES

Duties may include, but are not limited to, the following:

- Develop, implement, and monitor performance and revenues related to contracted services with outside vendors, in conjunction with appropriate departments and officials, outside agencies, and organizations.
- Develop performance criteria and requests for proposals as needed for services contracted to outside vendors, agencies, and organizations; to prepare a variety of related, complex and technical administrative analyses and reports as required.
- Administer the City's Cable TV franchise and assure compliance with the franchisee agreement; monitor Cable TV signal quality, resolve complaints, and ensure all services are provided as stipulated in the agreement.
- Administer the agreement for animal regulation services between the City and Riverside County Health Services Agency; ensure compliance, settle disputes, handle complaints, negotiate contracts for animal regulation services; and draft legislation as needed.
- Administer the taxi franchise and various other types of transportation including vehicles for hire, convalescent transports, horse and carriages; ensure that all franchise conditions are met by the franchisee as well as handle all complaints concerning service; handle all applications to provide service and ensure insurance and permitting regulations are in compliance; advise and assist in preparing ordinance changes.
- Ensure that only duly franchised firms or those with valid contracts provide regulated services within Riverside's corporate limits.
- Serve as the City's primary representative in negotiating assigned franchise agreements and contracts for municipal services.
- Research, investigate, and respond to complaints and inquiries from the general public, city departments, and outside vendors, agencies, and organizations relative various franchise agreements and contracts, as assigned.
- Develop and implement appropriate policies and procedures; maintain records of contracts, franchises, and related agreements with appropriate data for use by City management staff.
- Review and examine records of outside agencies and/or organizations relative to franchises and contracts and request specific data as required to monitor performance and/or evaluate requests for changes in level or type of service and/or compensation or rate changes.
- Conduct or coordinate background checks and investigations on applications by outside agencies or organizations to offer specific franchise contract services or permit services as necessary.

- Prepare appropriate reports and recommendations to City officials, City Council, and other organizations and/or agencies as required and as appropriate; coordinate with, and assist, City management on matters related to contracts/franchises and grants.

QUALIFICATIONS

Knowledge of:

- Principles, methods and practices of performance evaluation, contract administration, and contract negotiating techniques and strategies.
- Research techniques, methods, and procedures.
- Auditing techniques, methods, and procedures.
- Principles and practices of public administration and government organization.
- Principles and techniques of systems and procedures analysis.
- Personal computers and related software.

Ability to:

- Analyze and interpret contracts and franchises as to content and meaning.
- Gather pertinent facts, analyze and arrive at sound conclusions.
- Effectively communicate complex subjects to diverse audiences using written and oral skills.
- Establish and maintain effective working relationships with management and outside organizations, agencies and vendors.
- Analyze, interpret, and report research findings in clear, complete, and logical form.
- Present ideas concisely and effectively, orally, and in writing.
- Supervise, train, and evaluate staff as required.
- Develop legislative provisions relating to franchises and contracts.
- Operate a personal computer and related software.

Education and Experience:

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education: Bachelor's degree from an accredited college with major course work in public administration, business administration, or closely related field. A Master's degree in public administration or a related field is highly desirable.

Experience: Three years' experience in contract and/or franchise compliance work.

MEDICAL CATEGORY: Group 1

NECESSARY SPECIAL REQUIREMENT

Possession of, or ability to obtain, a valid Class "C" California Motor Vehicle Operator's license.

CAREER ADVANCEMENT OPPORTUNITIES

FROM: Franchise and Contracts Officer

TO: Revenue and Contracts Manager